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**cracking the case of iso 9001:2008 for service,** - Cracking the Case of ISO 9001:2008 for Service, Second Edition: A Simple Guide to Implementing Quality Management in Service Organizations

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**why quality management is important | six sigma** - Quality management has become an essential part of all businesses. No matter what type of industry you Customers expect good products and services and want to

**total quality management - wikipedia, the free** - services and the culture in which they work. Total Quality Management: Guide to Management Principles, London, England: British Standards Institution,

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